

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -



Diamond Pin Earner

We are excited to announce the 3rd Diamond Pin Earner, coming from Bill Pressell's district, Victoria Rogers! Victoria joined the Chuck E. family almost 3 years ago and she is a true diamond that shines bright. She is always communicating with the parents all throughout the party and continuously putting a smile on everyone's face. She is always making sure the birthday child feels extra special on their special day. Thank you Victoria for all you do, your Diamond Pin is very much deserved!

~ Victoria was amazing! My son had a blast. Thank you so much for all your help Victoria. ~

~ Well I liked how she was always there when I needed anything. Very helpful and always had a smile on her face plus made my son who was the birthday boy feel really good and comfortable. Thank you for everything! ~

San Antonio, TX #593

Joel Rosas ~ General Manager

Bill Pressell ~ Area Director

Bill Eich ~ RVP

Support Center FUNdamentals Training

~ Class of September, 2019 ~



Another successful FUNdamentals class is in the books!

Welcome everyone to the Chuck E. Family!

*~ Chad Hively - Risk, Rhonda Rodgers - Cash Accounting,
Elba Cruz - Financial Reporting, Roxi Pearson - Facilities*



Week 34
September 6, 2019

MILESTONES-

- Reach and Achieve! -

Brandon Wilson ~ 364

Marjorie Stout ~ 746

Reginald Lowery ~ 393

Brian Reder ~ 713

Amadi Nwanyanwu ~ 461

Yessenia Alvarez ~ 461

Kenia Cardenas ~ 788

Clyde Bell
Tech Manager #460
15 Years

Ashton Kuhns
Sr. Asst. Manager #448
15 Years

Tara Ashley
Asst. Manager #747
25 Years

Christopher Parenti
NE Regional Tech Mgr
25 Years

Ritchie Leighton
General Manager #595
30 Years

Atlanta Cox-Alonzo

Team Springfield, MO #742

Todd Bell, DM

~ Atlanta was amazing and patient and the Manager went out of her way to make us welcome. Thank you! ~



Matthew Powell

Team Yuma, AZ #620

Patty Cedillo, DM

~ We celebrated our boys birthday here and the food/service was excellent! Matthew was so cheerful and always attentive to our party needs. This is our 3rd birthday party at Chuck E. Cheese and we'll definitely book again. ~



Aaron Ealy

Team Victorville, CA #356

Arshad Khan, AD

~ Our server Aaron brought on the energy at our son's birthday party. The staff was friendly and wonderful. The food was great and you guys are doing a wonderful job. Keep up the awesome work. ~



Reminder:

Continue to send in your Ruby Pin achievers to

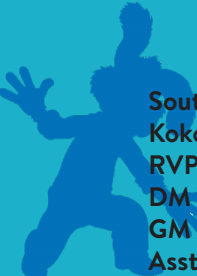
learning@cecentertainment.com so they can be featured in the Focus!



DEAR CHUCK E...

- You're the BEST! -

I wanted to let someone know about this store. I live about an hour away from this Kokomo location and there are locations closer to me, but I will make the drive to go to Kokomo for the people. The staff at your Chuck E. Cheese in Kokomo are amazing. They are so kind and wonderful. I took my kids earlier in August (I have 4) to check it out. The store was so clean and the people were so nice I decided to book my 6 year old a birthday at this location. Amy Shank and her staff made us feel so welcome. They helped me out a lot and made our visit and birthday amazing. My son's birthday is today but we went on Wednesday because it worked better for us. They did so much to make our time wonderful. The pizza was great too! We loved the drink station, and Amy sang with Chuck E. Cheese to my 6 year old, thank you for everything!



Southeast
Kokomo, IN #346
RVP Bill Eich
DM Michele Beavan
GM Chad West
Asst. Manager Amy Shank

I just wanted to write about a recent experience at Chuck E. Cheese on Main Street in Fairfax, VA. Sadiya was my host and she was so incredibly helpful. She has the best smile and attitude. I saved my receipt for some time now to remember to write this. I really feel that she is a great asset to that location. I frequent this location quite often and have been there for lots of parties. If there are any internal awards or something that can be provided to Sadiya please consider giving her a guest service award.



Northeast
Fairfax, VA #084
RVP Chris Kelly
AD Susan Jensen
GM Kenneth Worthey
Party Server Sadiya

Today my kids and I visited your Whitby location on the play all day for \$14.99 event. We were the first ones there and one of the last ones to leave! I would like you to know that not only did my kids have a fabulous time but the staff and management in all departments did an amazing job. The front end staff were taking orders promptly, the prize staff for always keeping the lines going, the kitchen staff constantly bringing good quality pizzas out and the staff on the floor were all responding promptly to fixing machines that were either out of tickets or coins. This event was a great success in my eyes and I want you all to know that the staff and management at the Whitby location were amazing. I look forward to bringing my kids back any day and especially on an event like today.



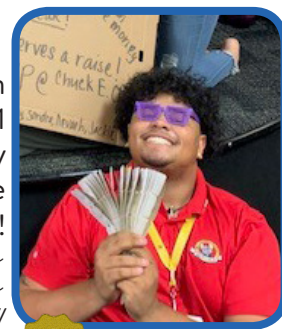
Western
Whitby, ON #833
RVP Jim Brawley
DM Frank Cassar
GM Andre Hall

Congratulations to Adam Shafran's team as they award their next Sapphire Pin earner, Ty Berkefeld from Team Brentwood #783! Ty joined the Chuck E. team 1 year ago and every since he has been the example for the restaurant. In May Ty earned his Ruby pin, and already 4 months later he is ready to earn his Sapphire Pin. Thank you Ty for all you do, your Sapphire Pin is very much deserved!

~ Ty was great! Very friendly and made sure our needs were taken care of. Thank you! ~

~ It was great! Ty was very helpful and provided a great party! ~

~ Ty was amazing! The party went smooth and easy. He took care of it all for us, stress free. Will recommend Chuck E. Cheese to everybody for birthday parties. ~



THE MORE YOU KNOW...

Purchasing

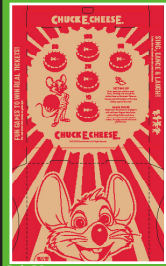
New Pizza Boxes and Game Balls

Starting this Monday, September 9th, everyone (excluding Canada) will automatically have 24 packs of game balls added to their next Foland order.

(balls pictured are not representative of what will initially be drop shipped)



These balls are an exclusive item that will be given out with all 3rd party delivery with a medium or large pizza.



What you need to know:

- Game Balls - item #55220 24- 3pks of balls to start arriving week of 9/9
- Pizza boxes - drop shipping week of 9/16 one case of 14" pizza boxes (100 ct)

This promotion does not start until 9/23, so please place all items in a safe place until go-live date.

For further details regarding these items, please refer to the communication sent out from Marketing.

Risk Management

Tip of the Week:

Control access into the building. No vendor or service company employee should be allowed to roam the restaurant unattended or not monitored.



Marketing

Play All Day Promotion

We had so much fun the first time, we are bringing it back!

Dates:

Tiers 1,2, & 3 -
\$14.99 Play all Day Available
9/6 - 9/13

Tiers 4, 5, & Canada -
\$19.99 Play all Day Available
9/9 - 9/13

For further details regarding this promotion, please refer to the communication sent out by L&D.



Audit

Tip of the Week:

Guest Experience: A visit from Chuck E. is part of the guest experience, otherwise we are just another pizza place. Chuck E. should be woken up every hour on the half hour

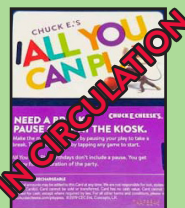


Parts Department

Play Pass Cards

By now some of you may have noticed, we have new game cards! The new cards work just like a regular card and should be added into regular rotation and be used for BOTH points and AYCP purchases.

Our current version of play pass cards will be going away once inventory is depleted, .



THE MORE YOU KNOW...

Sales Contest



Northeast

Bronx, NY #523
Hempstead, NY #527
Flushing, NY #647

Region Leaders

Southeast

Ft. Wayne, IN #946
Bradenton, FL #720
Houston Meadows, TX #571

Western

Bell, CA #446
Willowdale, ON #845
Regina, SK #872



Entertainment



Happy Halloween from Chuck E. Cheese! Show 4 has been shipped and is on its way to you - please install as soon as you receive.

Show 4 features some fun and silly new songs from Chuck E. and his pals celebrating this Spooktacular time of year. Also included, a brand-new Chuck E. Live Show & Ticket Splash, "The Werewolf-Zomba-Franken-Conga."

If you haven't seen it yet, be sure and check it out on YouTube to familiarize yourself so you can perform for your guests.

We just know this will help you and your guests have a Happy Chuck E. Halloween!

[Werewolf-Zomba-Franken-Conga](#)

Learning & Development

Appreciation Pin Program

This week everyone will be receiving in the mail a new & improved Appreciation Pin poster! Hang this up in your break area for all Cast Members and Managers to see all the cool new pins we have available

What's New?

Cast Members now have the opportunity to nominate their peers to receive a pin!

Need more pins?

All pins are available online on the new Converge Training Materials Website:

[Training Materials Website](#)

For more details regarding this cool new addition to the program, check out the communication sent out by L&D

Appreciation Pin Program

Certification Pins	Achievement and Appreciation Pins	District Manager/ Area Director Pins	Elite Pins
Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year. Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year. Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year.	Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year. Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year. Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year.	Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year. Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year. Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year.	Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year. Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year. Chuck E. Cheese Award This award is presented to the Cast Member who has been recognized for outstanding performance in the past year.

Want to earn some of these awesome pins?

Ask your General Manager and District Manager how!

Need to show a fellow Cast Member or Manager appreciation for something they did? Nominate them to receive one of the "Appreciation Series" pins.

Want to show a fellow Cast Member or Manager appreciation for something they did? Nominate them to receive one of the "Appreciation Series" pins.

Appreciation Pin Nomination Form

Did a fellow Cast Member recently help you in any particular way? Show them how much you appreciate them by nominating them to receive one of the "Appreciation Series" pins.

Your Name _____ Store Number _____

Who do you want to nominate? _____ Which Pin? _____

Tell us a little bit about why you want to give this person this particular pin (use the back for extra room if needed):

Turn this form in to your General Manager once filled out, and they will take care of the rest!

Have some really cool stories of helping one another submit them! Send some of your favorites in to [appreciation@chuckecheese.com](#) and they could be featured in the next Chuck E. Focus!



CAREER GROWTH OPPORTUNITIES

General Manager

Calgary, AB	874
Lancaster, CA	049
Waterbury, CT	463
Altamonte, FL	681
Orlando, FL	718
Naples, FL	778
Springfield, MA	476
Reno, NV	316
Manchester, NH	472
Wayne, NJ	489
Niles, OH	745
Arlington, TX	416
N. Richland Hills, TX	579
Janesville, WI	728

Tech Manager

Mobile, AL	560	Lowell, MA	457
Cerritos, CA	362	Everett, MA	755
Elk Grove, CA	366	Southgate, MI	713
Laguna Hills, CA	378	Jersey City, NJ	484
Macarthur Park, CA	397	Union, NJ	542
San Jose, CA	404	Staten Island, NY	494
La Mesa, CA	405	Patchogue, NY	496
Murrieta, CA	414	Howard Beach, NY	649
National City, CA	439	Charlotte, NC	039
Hartford, CT	470	Mayfield Heights, OH	547
Pembroke, FL	433	Johnson City, TN	663
Wesley Chapel, FL	779	Austin, TX	586
Chicago, IL	063	Ft. Worth Hulen, TX	595
Indy Castleton, IN	096	Longview, TX	599
Indy Wash, IN	714		



**peter
piper
pizza**

Peter Piper Pizza

Foothills, AZ #1288
Golf Course, NM #1247
San Mateo, NM #1240
Albuquerque, NM #1264

Tech Manager
General Manager
General Manager
General Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

